

MASS. HRD 1.7: 2002



2002

*Performance
Recognition*

GOVERNMENT DOCUMENTS
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The Commonwealth of Massachusetts

Performance Recognition

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December 12, 2002

*The Commonwealth Citation for
Outstanding Performance*

*(c) beautiful for heroes proud
in liberating strife.*

*Who more than self
their country love.*



THE COMMONWEALTH OF MASSACHUSETTS

EXECUTIVE DEPARTMENT

STATE HOUSE • BOSTON 02133

(617) 727-3600

JANE SWIFT
GOVERNOR

November 2002

Dear Award Winners:

In these extraordinary times, it is important to recognize the values and beliefs that help make our democracy great. Among those values are the hard work and commitment to excellence demonstrated daily by many of our citizens.

It gives me great pleasure to acknowledge your exceptional achievements at this year's annual Performance Recognition Program Awards Reception. Your creativity, leadership and enthusiasm will be the key to our success, both as a state and as a nation. I hope you will continue to feel the pride that comes from knowing that your work and contributions enhance the lives of so many of our fellow citizens.

To recognize excellence in public service, four types of awards will be given this afternoon:

- The *Eugene H. Rooney, Jr. Public Service Award* is given to employees who have made a meaningful contribution in the area of human resource development and training;
- The *Manuel Carballo Governor's Award for Excellence in Public Service* is bestowed on ten individuals or groups of employees who have demonstrated outstanding leadership, innovation and creativity;
- The *Governor's Special Achievement Award* is conferred upon employees who have made a significant impact on the quality of life of the citizens of this Commonwealth; and
- The *Commonwealth Citation for Outstanding Performance* is awarded to employees who are honored for their demonstrated exemplary work performance.

I extend my congratulations to those honored today and thank all of the dedicated public employees who continue to meet their daily challenges with devotion, pride and a passion for excellence.

Sincerely,

A handwritten signature in black ink, appearing to read "Jane M. Swift", written over the printed name.

Jane M. Swift



THE COMMONWEALTH OF MASSACHUSETTS

EXECUTIVE OFFICE FOR
ADMINISTRATION AND FINANCE

STATE HOUSE • ROOM 373

BOSTON, MA 02133

JANE SWIFT
GOVERNOR

KEVIN J. SULLIVAN
SECRETARY

TEL: (617) 727-2040
FAX: (617) 727-2779
www.mass.gov/eoaf

Dear Fellow Employee:

The Commonwealth's Performance Recognition Program provides all of us with an opportunity to express our gratitude to those colleagues who have demonstrated exceptional performance.

Today's program is dedicated to those public employees who have worked hard to make a difference in the Commonwealth. It is a privilege to present awards to these exceptional public servants and to honor them on this special day. They have truly demonstrated a commitment to do their very best for the citizens of Massachusetts each and every day.

During the extraordinary times we are facing, it is now more important than ever to come together to recognize the contributions of our highest achievers. We gather here today to celebrate these accomplishments and to rededicate ourselves to providing quality services to the citizens of our Commonwealth.

Congratulations to each of this year's award winners. It is with great pleasure that I offer my thanks and appreciation for a job well done.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin J. Sullivan", written over the printed name and title.

Kevin J. Sullivan
Secretary



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE FOR ADMINISTRATION AND FINANCE
HUMAN RESOURCES DIVISION
ONE ASHBURTON PLACE, BOSTON, MA 02108

JANE SWIFT
Governor

KEVIN J. SULLIVAN
Secretary

PATRICIA S. WADA
Personnel Administrator

Dear Colleagues:

I am honored to welcome you to this year's Performance Recognition Awards Reception. It is important to recognize and thank those employees who have made significant contributions to the Commonwealth. As in past years, the Human Resources Division is proud to host this very meaningful event. My staff has worked diligently with representatives of state agencies, counties, and municipalities to make today's event a memorable one. I would like to express my genuine appreciation to everyone who has worked so hard on this program. In particular, I would like to recognize the following agencies and individuals for their efforts:

- Operational Services Division's Central Reprographics Unit for their assistance in printing the Program Booklet for today's event;
- Massachusetts Bay Transportation Authority's Marketing Communications Transportation Creative Services Group for the artistic design and photography of our Performance Recognition Program Year 2003 Calendar and Program Booklet;
- Massachusetts Commission for the Blind's Ferguson Industries for their engraving and assembly of the awards; and
- Cabinet Secretaries; State, County, and Municipal Agency Heads; Agency Performance Recognition Program Coordinators and my staff at the Human Resources Division for providing the leadership and support that are critical to this program's success.

Congratulations to this year's award recipients and to those who were nominated. We applaud your commitment and allegiance. Your achievements are an inspiration and encourage us to strive for innovative ways to serve the citizens of this Commonwealth.

Sincerely,

A handwritten signature in black ink, appearing to read "P. Wada", followed by a long horizontal flourish.

Patricia S. Wada
Personnel Administrator

The Commonwealth of Massachusetts



A Proclamation

By Her Excellency

GOVERNOR JANE SWIFT

2002

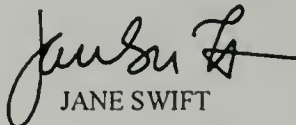
- WHEREAS:** The Massachusetts Performance Recognition Program was established to encourage and reward the exemplary performances of state and local employees; and
- WHEREAS:** For the past nineteen years, the Massachusetts Performance Recognition Program has served to underscore excellence in state and local government; and
- WHEREAS:** The Massachusetts Performance Recognition Program encourages talented state and local workers to excel, and is a model program for other states across the nation; and
- WHEREAS:** The Massachusetts Performance Recognition Program will host its annual awards ceremony and honor the recipients of the Manuel Carballo Governor's Award for Excellence in Public Service, the Eugene H. Rooney, Jr. Public Service Award, and the recipients of Commonwealth of Massachusetts citations for outstanding performance;

NOW, THEREFORE, I, JANE SWIFT, Governor of the Commonwealth of Massachusetts, do hereby proclaim November 21st, 2002, to be

PERFORMANCE RECOGNITION DAY IN MASSACHUSETTS

and urge all the citizens of the Commonwealth to take cognizance of this event and participate fittingly in its observance.

Given at the Executive Chamber in Boston, this first day of July, in the year of our Lord two thousand and two, and of the Independence of the United States of America, the two hundred and twenty-seventh.


JANE SWIFT

By Her Excellency the Governor



WILLIAM F. GALVIN
Secretary of the Commonwealth

GOD SAVE THE COMMONWEALTH OF MASSACHUSETTS



Massachusetts House of Representatives



Resolutions

COMMENDING ALL STATE EMPLOYEES ON THE OCCASION OF
"PERFORMANCE RECOGNITION DAY".

WHEREAS, THE MASSACHUSETTS PERFORMANCE RECOGNITION PROGRAM WAS ESTABLISHED TO ENCOURAGE AND REWARD EXEMPLARY PERFORMANCE OF STATE EMPLOYEES; AND

WHEREAS, THE MASSACHUSETTS PERFORMANCE RECOGNITION PROGRAM HAS FUNCTIONED SUCCESSFULLY THE PAST 19 YEARS WITHIN ALL STATE AGENCIES AND FOCUSED ATTENTION ON THE DEGREE TO WHICH EXCELLENCE EXISTS IN MASSACHUSETTS STATE GOVERNMENT; AND

WHEREAS, THE PERFORMANCE RECOGNITION PROGRAM ENCOURAGES TALENTED PEOPLE WITHIN THE STATE GOVERNMENT TO CONTINUE TO EXCEL AND IS A MODEL FOR OTHER STATES AND MUNICIPALITIES TO ENCOURAGE SUPERIOR PERFORMANCE BY PUBLIC EMPLOYEES; AND

WHEREAS, THIS YEAR'S AWARDS CEREMONY, WILL HONOR THE RECIPIENTS OF THE MANUEL CARBALLO GOVERNOR'S AWARD FOR EXCELLENCE IN PUBLIC SERVICE, THE WINNERS OF THE COMMONWEALTH OF MASSACHUSETTS CITATION FOR OUTSTANDING PERFORMANCE, AND THE RECIPIENTS OF THE EUGENE H. ROONEY, JR., PUBLIC SERVICE AWARD; AND

WHEREAS, SPEAKER OF THE HOUSE OF REPRESENTATIVES THOMAS M. FINNERAN WILL JOIN WITH THE AGENCY HEADS AND OTHER DIGNITARIES IN CALLING ATTENTION TO THESE OUTSTANDING EMPLOYEES; THEREFORE BE IT

RESOLVED, THAT THE MASSACHUSETTS HOUSE OF REPRESENTATIVES HEREBY COMMENDS ALL STATE EMPLOYEES FOR THEIR DEDICATION AND COMMITMENT TO PUBLIC SERVICE ON THE OCCASION OF "PERFORMANCE RECOGNITION DAY", NOVEMBER 21, 2002; AND BE IT FURTHER

RESOLVED, THAT A COPY OF THESE RESOLUTIONS BE FORWARDED BY THE CLERK OF THE HOUSE OF REPRESENTATIVES TO THE RECIPIENTS OF THE MANUEL CARBALLO GOVERNOR'S AWARD FOR EXCELLENCE IN PUBLIC SERVICE, THE WINNERS OF THE COMMONWEALTH OF MASSACHUSETTS CITATION FOR OUTSTANDING PERFORMANCE, AND THE RECIPIENTS OF THE EUGENE H. ROONEY, JR., PUBLIC SERVICE AWARD.



HOUSE OF REPRESENTATIVES, ADOPTED JULY 31, 2002.

Thomas M. Finneran
SPEAKER OF THE HOUSE
Steven T. James
CLERK OF THE HOUSE

OFFERED BY:

THOMAS M. FINNERAN
SPEAKER OF THE HOUSE

The Massachusetts State Senate



Resolutions

COMMEMORATING THE OBSERVANCE OF "PERFORMANCE RECOGNITION DAY".

WHEREAS, HER EXCELLENCY, ACTING GOVERNOR JANE SWIFT, HAS DECLARED NOVEMBER 21, 2002 AS "PERFORMANCE RECOGNITION DAY" TO THANK ALL STATE AND LOCAL EMPLOYEES FOR THEIR UNPARALLELED DEDICATION AND COMMITMENT TO PUBLIC SERVICE; AND

WHEREAS, THE PERFORMANCE RECOGNITION PROGRAM WAS ESTABLISHED TO ENCOURAGE AND REWARD EXEMPLARY PUBLIC SERVICE IN AN EFFORT TO FOSTER AMICABLE RELATIONS BETWEEN STATE AND LOCAL EMPLOYEES AND THE GENERAL PUBLIC; AND

WHEREAS, ANNUALLY, 10 PERSONS ARE SELECTED TO RECEIVE THE MANUAL CARBALLO GOVERNOR'S AWARD FOR EXCELLENCE IN RECOGNITION OF THEIR OUTSTANDING PERFORMANCE ON BEHALF OF THE COMMONWEALTH AND ITS CITIES AND TOWNS; AND

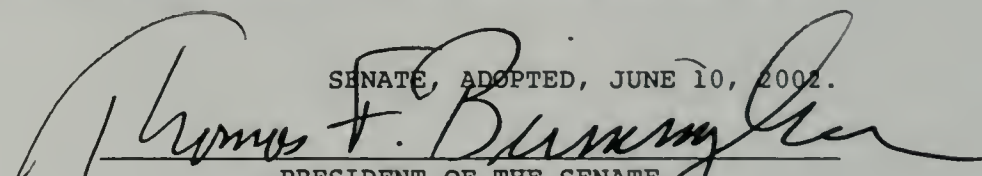
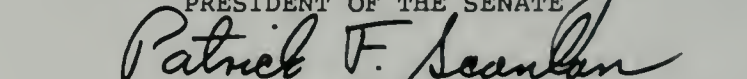
WHEREAS, THE RECEIPT OF THE MANUAL CARBALLO GOVERNOR'S AWARD IS PRESENTED TO AN EMPLOYEE OF THE COMMONWEALTH IN RECOGNITION OF DEDICATED AND DISTINGUISHED SERVICE AND THE AWARD SERVES TO INSPIRE OTHERS WHO CONTINUOUSLY DISPLAY A GREAT CAPACITY FOR WORK AND UNCEASING ENERGY IN THE DISCHARGE OF THEIR OFFICIAL DUTIES IN THE PUBLIC SECTOR; AND

WHEREAS, IN RECOGNITION OF THE HONORABLE AND EFFICIENT SERVICE OF THIS YEAR'S RECIPIENTS OF THE MANUAL CARBALLO GOVERNOR'S AWARD FOR EXCELLENCE, WINNERS OF THE COMMONWEALTH OF MASSACHUSETTS CITATION FOR OUTSTANDING PERFORMANCE AND THE RECIPIENTS OF THE EUGENE H. ROONEY, JR. PUBLIC SERVICE AWARD, A TESTIMONIAL WILL BE HELD TO COMMEND THOSE STATE AND LOCAL EMPLOYEES WHO, BY THEIR LOYAL AND INDUSTRIOUS SERVICE, HAVE BROUGHT GREAT HONOR TO THEMSELVES AND TO THE COMMONWEALTH; NOW THEREFORE BE IT

RESOLVED, THAT THE MASSACHUSETTS SENATE JOINS WITH HER EXCELLENCY, ACTING GOVERNOR JANE SWIFT, IN COMMENDING ALL STATE AND LOCAL EMPLOYEES ON "PERFORMANCE RECOGNITION DAY" AND ESPECIALLY RECOGNIZING THE DISTINGUISHED SERVICE OF THE RECIPIENTS OF THE MANUAL CARBALLO GOVERNOR'S AWARD FOR EXCELLENCE IN THE YEAR 2002; AND BE IT FURTHER

RESOLVED, THAT A COPY OF THESE RESOLUTIONS BE TRANSMITTED FORTHWITH BY THE CLERK OF THE SENATE TO WILLIAM FRANCIS GALVIN, SECRETARY OF THE COMMONWEALTH AND TO THE MEMBERS OF THE PERFORMANCE RECOGNITION PROGRAM.

SENATE, ADOPTED, JUNE 10, 2002.


PRESIDENT OF THE SENATE

CLERK OF THE SENATE

OFFERED BY:

THOMAS F. BIRMINGHAM
PRESIDENT OF THE SENATE





Governor Jane Swift



The Commonwealth Citation for Outstanding Performance is given to Executive Branch employees of the Commonwealth who have demonstrated exemplary work performance. Giving recognition for outstanding performance is an opportunity for the Commonwealth to say thank you to its employees.

Individuals or groups of individuals may be nominated by supervisors, peers, professional colleagues or others familiar with the person's work. Each agency's Selection Committee then reviews the nominations and final selections are approved by the Agency Head. The number of awards allotted to an agency is based on the total number of employees within the agency.

The Commonwealth Citation for Outstanding Performance

ADMINISTRATION & FINANCE AND INDEPENDENT AGENCIES

Bureau of State Office Buildings
John Restuccia

Central Business Office
Nicole M. Blase

Department of Revenue
Bureau of Accounts
Cigarette Issues Group
CSE/DTA Domestic Violence Project
Mary Joslin
Multistate Audit Bureau
PDS Oracle Application Group
Dennis Roberts
WebFile for Employers Team
Rita Woodworth

Disabled Persons Protection Commission
Seana Eaton

Division of Capital Asset Management
Theodore C. Anthony, Jr.
Catherine M. Casey
Mimi K. McColl

Executive Office for Administration and Finance
Research and Development Unit

Fiscal Affairs Division
FAD Assistant Directors

Group Insurance Commission
Michelle Dunn

Human Resources Division
Collective Bargaining Unit
Deb Giacchino
Lynne Kelly
Staff of the Workforce Management Group
Standards - Initial Hire Revalidation
Beverly Stokes
The HRD Office of Work/Life and Diversity Team

Information Technology Division
Steve Bastable
Sylvia Hernandez Kauffman
OSB Midrange Systems and Enterprise Network
Security Group

Massachusetts Board of Library Commissioners
Monica Vega

Massachusetts Office on Disability
Jeffrey Dougan

Office of the State Comptroller
Elizabeth Faherty
Jenny Hedderman
Wing Chan and Jim Guan
Theresa Zalewski

Office of the Sheriff - Franklin County
Thomas E. Ballard
Jeanne M. Marsh
Raymond A. Nicholas

Operational Services Division
Herbert Faulconer
Steven McMahan
Peter Sasso

State Library of Massachusetts
Judith E. Carlstrom

The Commonwealth Citation for Outstanding Performance

CONSUMER AFFAIRS AND BUSINESS REGULATION

Alcoholic Beverages Control Commission
Lauren Hitchman

Division of Banks
Sassou Anani
Marie Chandler

Board of Registration in Medicine
Glenn DeFeo

Department of Telecommunications and Energy
John Boll
Elizabeth Cellucci
Andrea Nixon

Division of Energy Resources
ECIP Redesign Team
Lisa Glover

Division of Insurance
ARE Implementation Team
Jeannette Chipman
Ursula McCarthy

Division of Professional Licensure
Arthur R. Chidlovski
Joseph LaFrazia
Linda White

Division of Standards
Lisa Pesaturo

State Racing Commission
Elizabeth Barry
George Carifio
Arthur Nedder

ENVIRONMENTAL AFFAIRS

Department of Environmental Management
Vito Ciccerone
DEM Region 3, Pools Program
Philip Gilmore
Jean Maynard
Elizabeth Terri Panzarella
Edward Torcoletti
Johanna Zabriskie

Department of Environmental Protection
Anthony Abruzese
DEP Budget Office & BAS Financial Management Office
Rick Dunn
Larry Immerman
Richard Lehan
Sharon Pelosi

Department of Fisheries, Wildlife, and Environmental Law Enforcement
Paul J. Diodati

Executive Office of Environmental Affairs
Community Preservation Team
Division of Conservation Services
James Hunt

Metropolitan District Commission
Kenneth M. Collette
Christa Johnson
William MacNamara
Scott Murphy
Harry Pierre-Mike
John Strazzullo
Mike Testa

The Commonwealth Citation for Outstanding Performance

ECONOMIC DEVELOPMENT

Department of Economic Development

Kristin Decas
Diana Jeong
Arthur Robert

EDUCATION

Bunker Hill Community College

Business Office Staff
Communications Division Innovations
2002 Steering Committee
Hao Quach

Bristol Community College

Tafa Awolaju
Raynette DeMello
Brian Franco
Damien Santos

Bridgewater State College

Irene Checkovich
Robert Haynor
Maureen Herrmann
Miguel Gomes, Karen Jason and Facilities and
Management and Planning Staff
Cynthia Svoboda
Margarita Viera

Department of Education

Helene Bettencourt
David Burns
Joseph Goldsberry
Jeffrey Nellhaus
Carole Thomson
Donna Traynham

Framingham State College

Dr. Cynthia S. Forrest
Mary Lynch
Michele F. Terenzi

Massachusetts Maritime Academy

Richard C. Fontaine, Jr.
Robert R. MacGregor
Ann M. O'Connor

Middlesex Community College

Theresa Corso
Alice Groves
Charlotte Parsons

Northern Essex Community College

Margaret M. Fallon
Ann Grandmaison
Sylvia G. Hallsworth

Quinsigamond Community College

Iris Godes
Charlotte Santimaw
Brian Scholten

University of Massachusetts Medical School

Nancy Boisvert
Patricia Cannon
Michelle Deignan
Mary Early
Kerry Mayotte
Lori McGinnes
Rosalie Noone
Patricia K. O'Day
Ronald Pichette
Lynne Shea
Avril Smolinski
Charlene Snell

Worcester State College

Julie DiCarlo
Carolyn Dumais
Shirley Hassett
Worcester State College Business/Finance Office

The Commonwealth Citation for Outstanding Performance

ELDER AFFAIRS

Executive Office of Elder Affairs

Mary Kay Browne
Eliza Lake
Jackie Whyte

HEALTH AND HUMAN SERVICES

Department of Mental Health

Vartan Artinian
Martin Baker
Corrigan Community Rehabilitation Support Team
Ann Goldstein
Jorge Luna
Richard Mallette
MHIS Management Team
MHIS Phase II Pilot Team
Nan Stromberg, RN, CS and Janice LeBel, Ph.D.
Arthur Posey
Peter Reiffarth
Staff of Cain 1 West
The Mass Mental Engineering Department
Lucille Traina
Eileen Weber
Worcester State Hospital Grounds Department

Department of Mental Retardation

Lisa M. Beucler
Amy N. Boone
Susan Boucher
Sharon Brown
Ann Marie Carroll
Amanda Chalmers
Marcel Charpentier
Anne F. Cormier-Kelley
Susan DoCanto
Nancy Dumart
Kathleen Ekmalian
Linda Healy
Maureen P. Kirk
Darryl S. LaCroix
Barbara Manganiello
Beverly McGovern
Cynthia F. Miller
Joseph G. Parslow
Region II River Street State Op Staff

Springfield Area Office Budget Team
Susan J. Tracy
Joann Vye
Jeffery M. Weigold

Department of Public Health

Donna D. Agan
Anthrax Response Group
Louis Dell'Olio
Albert Foley
Ruth Giard
Health Care Quality, Complaint Unit Intake Staff
John McDonough
Carlene Pavlos
Personnel Actions Group, Human Resources
Sharon V. Porter
Donna M. White

Department of Transitional Assistance

Emmanuel Baghdayan
BEACON Training Team
Diane Cummings
Document Production Team
DTA Multi Agency Action Team (MAAT)
Maria Duarte
Kelly Ann Lacey
Payroll/Personnel Unit

Division of Health Care Finance and Policy

Betty Harney
Douglas Lapp
Ellen Sandler
Dana Stancill

Division of Medical Assistance

Howard Caplan
Detoxification Benefit Team
Linda Green
Jaimie Hammerling
Patricia Murphy
Press and Legislative Affairs Unit

Executive Office of Health and Human Services

Juliette Regis-Pierre-Louis

Massachusetts Commission for the Blind

Richard Flint
Erin Herlihy
Stephen O'Leary

The Commonwealth Citation for Outstanding Performance

Massachusetts Commission for the Deaf and Hard of Hearing

Joyce Boyd
Paul Rodrigues
April Spencer

Massachusetts Rehabilitation Commission

Career Decision Making Team - Somerville Area Office
Central District Placement and Marketing Team
Gail Delcore Santacroce
James Durant
Peter Karlsson
Karen Beth Mael

Office of Child Care Services

Janet McKeon

Soldiers' Home in Chelsea

Paul Corkhum
Anthony Mafale
Thomas McDonough
Sandra Milano
Painting Crew
Helaine Penney

Soldiers' Home in Holyoke

Joan Digris

HOUSING AND COMMUNITY DEVELOPMENT

Department of Housing and Community Development

Steven P. Carvalho
S. Leslie Gleason
B. Ann Whittaker

LABOR AND WORKFORCE DEVELOPMENT

Division of Employment and Training

Robert Bottari
Roger Bryne
MOSES Help Desk Staff
Temporary Extended Unemployment
Compensation Project Team

Division of Industrial Accidents

Donna Layton
Chris Maclachlan
Yvonne Vieira-Cardoza

Division of Occupational Safety

Jennifer E. Eames
Joseph LaMalva
Brian T. Wong

PUBLIC SAFETY

Criminal History Systems Board

CJIS Computer Operations Unit
Criminal Offender Record Information Unit
April G. Rios

Department of Correction

Brett Barros
Matthew Chao
David Chew
Steve Chomo
Tracy Coscia
Daniel DiSangro
Erin Gotovich
Oliver Harewood
Ann Higgins
Derek Howard
Gloria Mattila
Sharon Measer
Jose Periera
Michael Rutherford
James Saba

Department of Fire Services

Employees of the Department of Fire Services and
Massachusetts State Police Fire & Explosion
Investigation Section
Massachusetts Firefighting Academy Staff
Kathryn M. Olyniec

The Commonwealth Citation for Outstanding Performance

PUBLIC SAFETY

Department of State Police

Ben Fisseha
Oscar Hernandez
Massachusetts State Police - Shelburne Regional
Dispatch Center
Massachusetts State Police Hazardous Devices Unit
Ann McCarthy
Anita Palumbo
State Police Crime Laboratory Drug Unit
Mark Thompson
Paul E. Womble

Executive Office of Public Safety

Noelle Logue
Donna L. Mullaney
George Perkins

Massachusetts Criminal Justice Training Council

Lynda Kearns

Massachusetts Emergency Management Agency

Tom Muise
Marianne Pierce
Kevin Prior

Massachusetts Parole Board

Olympia Frazier
Colleen Hurley
John Torchio

Merit Rating Board

Deborah Noiles

Military Division

Edward V. Arsenault, Jr.
Hallie Larkin
Edward T. Noftle

Registry of Motor Vehicles

Kathryn Beers
Judith Dupille
EVR Department
Frank Hellmuth
Sandra Pigaga
Robert Rafail
Ellen Taylor
Debra Travers

Sex Offender Registry Board

Audrey Moreira
David C. Rand
Jeanne Rinfret

TRANSPORTATION AND CONSTRUCTION

Executive Office of Transportation and Construction

Joanne M. Champa
Angela H. Rudikoff

Massachusetts Aeronautics Commission

Michael Thompson

Massachusetts Bay Transportation Authority

Stacey A. Bester
April E. Cain
Community Policing Sector Team
Criminal Investigating Unit
Joel E. Fairhurst
James M. Folk
John D. Furlong
Human Resources Training
ITD End User Computing
Joanne Naughton
Timothy F. O'Donovan
Revenue Audit and Support
Silver Line Management Team
Kevin L. Vautour
Stephen Walsh

Massachusetts Highway Department

Anna Cannon

HOV Lane Operations Staff

Karen L. Korvek

James Means

Thomas P. Mulkeen

Risk Management Unit

The Foxboro Stadium Infrastructure Project

Construction Staff

Stanley Thompson

Patrick J. Tierney

Massachusetts Turnpike Authority

Auburn FAST LANE Service Center Reconstruction Team

Customer Attentiveness Leaders

Kimberly Kennedy

Maria Leal

Local 103 Electricians

Eusebius Oyigbo



Acknowledgements

A special thank you to all the agency Performance Recognition Program coordinators for their hard work and dedication to this program:

Thomas M. Abbott

Department of Fire Services

Barbara Aiken

Fiscal Affairs Division

Tafa Awolaju

Bristol Community College

Sonia Barros

Executive Office for Administration and Finance

Katy Bellemare

Massachusetts Emergency Management Agency

Joan Benton

Department of Fisheries, Wildlife & Environmental
Law Enforcement

Jim Black

Soldiers' Home in Holyoke

Sam Campbell

Metropolitan District Commission

Mary Carroll

Division of Insurance

Benay Carlino

Department of Economic Development

Charles Carroll

Division of Standards

Mary Chatigny

Northern Essex Community College

Dolores M. Ciarlante

Division of Capital Asset Management

Bob Collins

Division of Employment and Training

Maria Cordero

Department of Youth Services

Genevieve Cormier

Department of Transitional Assistance

Carole Corthell

Department of Education

Audrey Drinan

Disabled Persons Protection Commission

John P. Driscoll

Information Technology Division

Michael Dumont

Massachusetts Office on Disability

Kimberly Egan

Massachusetts Commission for the Deaf
& Hard of Hearing

Paul Galvin

Department of Environmental Management

Shirley Gilmetti

Massachusetts Maritime Academy

Melissa Grabau

Bridgewater State College

Irma Gutierrez

Executive Office of Public Safety

Jessica Hanley

Office of Child Care Services

Robert Hart

Massachusetts Highway Department

Jane Hastie

Division of Occupational Safety

Steve Henkel

Massachusetts Criminal Justice Training Council

William P. Hilliker

Group Insurance Commission

Shawn Jenkins

Criminal History Systems Board

Lauren Johnson

Office of the Comptroller

Julie Kelley

Middlesex Community College

Theresa Kelly

Registry of Motor Vehicles

Adam Kramer

Executive Office of Elder Affairs

Patricia Krueger

Alcoholic Beverages Control Commission

Carol Kurzman

Department of Housing and Community Development

Elaine LaMonica

Operational Services Division

Renee Lanney

Merit Rating Board

Laura Leicach

Division of Medical Assistance

Diane Long

Massachusetts Rehabilitation Commission

Joseph P. Lopes

Framingham State College

Evelyn Luna

Division of Health Care Finance and Policy

Linda Lynn-Weaver

Human Resources Division

Florence MacQuarrie

Central Business Office

Robert N. Marseglia

Military Division

April L. McCabe

Department of Environmental Protection

Judd Mitchell

Bureau of State Office Buildings

William Morton

Massachusetts Board of Library Commissioners

Patricia Murphy

Department of Correction

Terri O'Brien-Horan

Department of Revenue

Betty Oliver

Division of Industrial Accidents

Ellis C. Paakkonen

Quinsigamond Community College

Yves Pierre-Louis

Department of Mental Health

Linda Pressley

Department of State Police

Maryann Quintiliani

Department of Mental Retardation

Juliette Regis

Executive Office of Health and Human Services

Larry Rhodes

Massachusetts Commission for the Blind

Thomas A. Rosa

Soldiers' Home in Chelsea

Denise Sarro

Sex Offenders Registry Board

Jane Savery

Division of Energy Resources

Susan Sclafani

Division of Banks

Sharon Shad

University of Massachusetts Medical School

Frank Shaw

Massachusetts Bay Transportation Authority

Timothy Shevlin

Department of Telecommunications and Energy

Kathleen G. Skerry

Massachusetts Parole Board

Teresa Sousa

Executive Office of Environmental Affairs

Susan Stanewick

Department of Public Health

Robert Stone

Division of Professional Licensure

Libby Sweetnam

Board of Registration in Medicine

Joanne Swirbalus

State Library of Massachusetts

Peter Tiernan

Office of Consumer Affairs and Business Regulation

Marilyn Trudell

Massachusetts Turnpike Authority

Peter Tsaffaras

Board of Higher Education

Joseph Van Deventer

State Racing Commission

Russell E. Vickstrom

Worcester State College

Kathleen Vogel

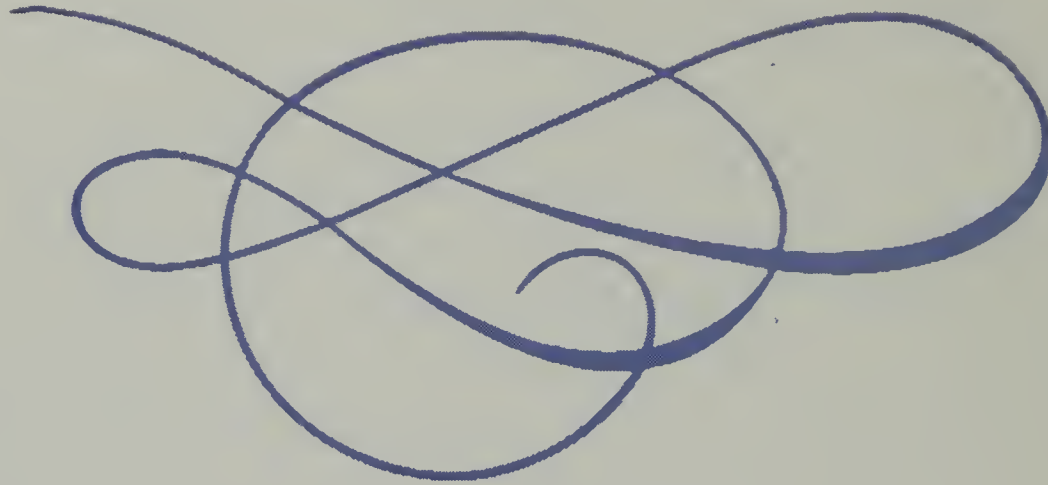
Executive Office of Transportation
and Construction

Louise Vrande

Bunker Hill Community College

Jeffrey Wallace

Franklin County Sheriff's Office



2002

Program Management

Executive Office for Administration and Finance
Human Resources Division

Patricia S. Wada
Personnel Administrator

Swee Lin Wong-Wagner
Program Manager

Nancy Daiute
Program Coordinator

Program Booklet

MBTA Marketing Communications
Transportation Creative Group

Katherine Knowlton, Designer

Lori DeSantis, Photographer

Printing

Operational Services Division
Central Reprographics Unit

Gift Assembly and Engraving

Ferguson Industries-Massachusetts Commission for the Blind

Excerpt from "America the Beautiful", written by Katharine Lee Bates